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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
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| 09/823,770 | 03/31/2001 | Anil K. Annadata | M-11405 US | 6431 |

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| EXAMINER |
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NGUYEN, QUYNH H

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| ART UNIT | PAPER NUMBER |
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2614

| SHORTENED STATUTORY PERIOD OF RESPONSE | MAIL DATE | DELIVERY MODE |
|--|------------|---------------|
| 3 MONTHS | 03/02/2007 | PAPER |

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary

Application No.

09/823,770

Applicant(s)

ANNADATA ET AL.

Examiner

Quynh H. Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 11 December 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-41 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-41 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

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DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Response to Amendment

2. Applicant's amendment filed on 12/11/06 has been entered. No claims have been amended. No claims have been cancelled. No claims have been added. Claims 1-41 are still pending in this application, with claims 1, 13, and 23 being independent.

Claim Rejections - 35 USC § 103

3. Claims 1- 41 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson et al. (U.S. Patent 6,681,010) in view of Dilip et al. (U.S. Patent 6,704,409).

Regarding claims 1, 13, and 23, Anderson et al. teach the steps of: forming a list of agent data (col. 2, lines 17-29 and lines 44-46), wherein the agent data comprises authorization information, wherein the authorization information is configured to indicate which of a plurality of types of communication media (col. 2, lines 6-48 - *whether agents logged onto ACD 32 for computer tasks or switch 20 for telephone tasks*) the agent is authorized to access (col. 3, line 61; col. 4, line 66 through col. 5, line 9 - *agents are authorized to log onto the switch*). For example, an agent handling only telephone call transactions may only logged onto switch 20; an agent handling only e-mail messages or application requests may logged onto ACD 32, and status information regarding a

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corresponding status of the agent for each of the types of communication media (col. 4, lines 15-19; col. 7, lines 11-62).

Anderson et al. does not explicitly teach maintaining real-time data for multi-channel communication queuing.

Dilip et al. teach maintaining real-time data for multi-channel communication queuing (abstract and col. 2, lines 24-37).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Dilip into the teachings of Anderson for the purposes of providing capability of controlling real-time transaction and capable of providing the highest priority transaction to an available agent. Maintaining real-time data for a call center is the obvious way to operate a customer service center. This is the nature of the customer service center.

Regarding claims 2, 14, and 24, Anderson et al. teach the data includes information related to the agent's skills (col. 2, lines 32-35; col. 5, lines 6-15).

Regarding claims 3, 15, and 25, Anderson et al. teach maintaining a list of media route (col. 3, lines 57-64; col. 5, lines 42-56).

Regarding claims 4, 16, and 26, Dilip et al. teaches compiling statistic for the media routes of a specific media type including at least one of: waiting time during a period, handling time during a period (col. 11, lines 58-60), number of abandon requests, longest waiting time, percentage of available agent, number of work item, and number of work items delivered to an agent.

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Regarding claims 5, 17, and 27, Dilip et al. teaches compiling statistic for a communication channel of a specific media type including at least one of: percentage of available agent (col. 12, lines 10-12).

Regarding claims 6, 18, and 28, Dilip et al. teaches compiling statistic for the agent including at least one of: availability percent (col. 12, lines 10-12).

Regarding claims 7, 19, and 29, Dilip et al. teach compiling at least one of: the route for the work items (Fig. 2 and col. 6, lines 49-58).

Regarding claims 8, 20, and 30 Dilip et al. teach assigning a priority value to the media routes (abstract, lines 8-10, col. 6, lines 29-38, and col. 7, lines 42-49).

Regarding claims 9, 10, 21, 22, 31, and 32, Dilip et al. do not teach setting a maximum number of queued items for the media routes and a time for escalating a work item. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the mentioned above feature into Dilip's system in order to better manage the customer service center.

Claims 11 and 12 are rejected are rejected for the same reasons discussed above with respect to claim 1. Furthermore, Anderson et al. teach computer instructions to implement the method of these claims (col. 1, lines 57-63; col. 4, lines 37-53).

Regarding claims 33, 36, and 39, Anderson et al. teach each corresponding status of a plurality of corresponding statuses corresponds to a different type of communication media (col. 4, lines 4-18).

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Regarding claims 34, 37, and 40 Dilip et al. teach the agent data includes an amount of time the agent has worked on an active work item using each communication media (col. 3, lines 53-65; col. 11, lines 58-60).

Regarding claims 35, 38, and 41 Dilip et al. teach corresponding status of the agent is maintained in real-time (col. 13, lines 30-40).

Response to Arguments

4. Applicant's arguments filed 12/11/06 have been fully considered but they are not persuasive.

Applicant mainly argues that with respect to claims 1, 13, and 23, Anderson does not teach forming a list of agent data that provides authorization and status information, and neither of Anderson's ACD list or virtual ACD list provides status information regarding a corresponding status of the agent for each of the types of communication media (Remarks, pages 9-11). Examiner respectfully disagrees. Anderson teaches forming a list of agent data (col. 2, lines 17-29 and lines 44-46) that provides authorization (co. 2, lines 24-29; col. 3, line 61; col. 4, line 66 through col. 5, line 9 - *agents are authorized to log onto the switch*), and status information (col. 4, lines 15-19; col. 7, lines 11-62). Even though in Anderson, there are two lists: virtual ACD list and ACD list, there still exists a list of each type of agent that provides both authorization and status information, and the lists are maintained in storage devices such as RAM, or other memory devices (col. 8, lines 9-13).

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Applicant argues that none of the cited sections teach the agent data comprises authorization information is configured to indicate which types of communication media an agent is authorized to access (Remarks, page 12). Examiner respectfully disagrees. Anderson teaches the authorization information is configured to indicate which of a plurality of types of communication media (col. 2, lines 6-48 - *whether agents logged onto ACD 32 for computer tasks or switch 20 for telephone tasks*) the agent is authorized to access (col. 3, line 61; col. 4, line 66 through col. 5, line 9 - *agents are authorized to log onto the switch*). For example, an agent logs on to a media that agent is authorized to access this media.

Applicant argues about the combination of Anderson and Dillip and comments that Anderson and Dillip are either duplicative or disjoint with one another (Remarks, pages 12-13). Examiner respectfully disagrees. With regard to Anderson, see responses above. Dillip reference is cited to fill in the missing feature of maintaining real-time data for multi-channel communication queuing. The combination of the two references teaches the claims invention.

Applicant argues that regarding claims 4-6, neither Anderson nor Dillip teach compiling of statistics. Examiner respectfully submits that in order for estimating time that a transaction remains in a queue, the transaction controller receiving statistics information regarding the workload, number of new transactions that describes in the same cited col. 11, one paragraph above the cited lines (lines 25-42).

Applicant argues that regarding claims 7, 19, and 29, Dillip does not teach compiling a journal for a work item. Examiner respectfully submits that transaction

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controller and LAN coupled to database for storing information use in transaction environment, the transaction controller then manages transaction queue using compiling information stored in the database (col. 6, lines 39-46), hence compiling a journal.

Conclusion

5. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

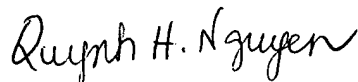
6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on 571-273-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

qhn



Quynh H. Nguyen
February 26, 2007